



Job Announcement

Program Development Specialist

November 4, 2016

The MO HealthNet Division is seeking applications for an opening for the position of **Program Development Specialist** within the Clinical Policy Development & Operations Unit located in **Cole County**.

JOB DUTIES: This is an independent position that is responsible for WIPRO contract management regarding claim payment policy. This position oversees the performance of the contractor and is responsible for assisting MHD to handle legislative inquiries or escalated issues from other state agencies or in-house referrals. This position is responsible for resolving or escalating provider or participant complaints regarding all the MO HealthNet programs as provided through the fee-for-service delivery systems. This position is required to perform monthly quality performance reviews on the WIPRO Provider communications contracted staff, measuring them on the quality of WIPRO staff when answering phone calls, correspondence, overrides and emails to ensure accurate information is given and timely response of requests. This position is responsible for researching and analyzing provider appeals to the AHC, and providing requested policy documentation to the involved state attorneys; representing MHD at court hearings regarding MHD policy, procedures, rules and regulations; researching and identify claims processing problems, and initiating system task requests to remediate the problems. It is also responsible for facilitating and coordinating quarterly HCPCS and NCCI updates, as well as annual ICD 10 updates. This position will report to a Clinical Policy Development & Operations Social Services Manager B2.

QUALIFICATIONS: One or more years of professional experience in a supervisory, administrative, consultative, or training capacity with the Missouri Department of Social Services.

OR

One or more years of experience as a Children's Specialist for the Blind, Rehabilitation Teacher for the Blind, Mobility Specialist for the Blind, Vocational Rehabilitation Counselor for the Blind, or Senior Vocational Rehabilitation Counselor for the Blind with the Missouri Department of Social Services.

OR

A Bachelor's degree from an accredited college or university; and, Four or more years of professional experience in a public or private social service agency, including one or more years in a supervisory, administrative, consultative, or training capacity. (*Earned graduate credit hours from an accredited college or university in social or behavioral sciences, Public or Business Administration, or a closely related area may substitute on a year-for-year basis for the required general experience at a rate of 24 earned credit hours for one year.*)

SALARY RANGE: \$1,654.50 – \$2,355.00 (For current DSS employees, current salary will increase at least one step if receive a promotional appointment.)

TO APPLY: Submit a completed [DSS application](#), cover letter, resume, and transcripts to Michelle.R.Anderson@dss.mo.gov

RECRUITMENT AREA: Accepting applications from all qualified applicants. Applicants must be on the register and apply through EASE at www.ease.mo.gov to qualify.

APPLICATION DEADLINE: November 22, 2016

DSS IS AN EQUAL OPPORTUNITY EMPLOYER